

## **CUSTOMER SERVICE COORDINATOR**

**374**

**DEPARTMENT:** Community Services/Parks and Recreation

### **NATURE OF WORK:**

Performs responsible professional and supervisory work.

Responsible for coordination of Division customer service functions and development of an overall plan designed to meet community access needs, programs and services, while maximizing facility revenue potential. Duties are performed under the direct supervision of the Assistant Director of Parks and Recreation.

### **ESSENTIAL FUNCTIONS OF THE JOB:**

Develops and maintains an annual Division research and customer service plan.

Coordinates and develops research efforts designed to gauge public interest, pricing strategies, and usage patterns related to Division programs, services, and facilities.

Develops and maintains slide presentations related to a wide variety of division programs and facilities.

Oversees and coordinates the preparation of news releases to various news media on a regular basis and special requests.

Coordinates the maintenance of ongoing records and files related to newspaper articles, ads, promotional pieces, as well as maintains records and files of film negatives, slide prints, prints, and videotapes.

Identifies, develops, and carries out an annual plan designed to inform the public of programs, services, and facilities available and enhances revenue generation.

Coordinates and performs photography for the Division.

Coordinates the purchase and maintenance of Division audio visual equipment.

Works with Resource Development Administrator to identify goals, objectives, and strategies for community access to facilities with an emphasis on maximizing revenue generation.

Coordinates recommendations to and from Continuous Quality Improvement Issue Team regarding customer service.

Coordinates needed areas and methods for evaluating customer service satisfaction.

Prepares reports and presentations related to Division customer service functions.

Provides ongoing customer service training to staff in all facets of customer service operation with emphasis on safety, computer, telephone, and operating procedures.

Oversees collection and maintenance of customer service-related data.

Investigates and resolves public complaints about customer service.

Coordinates the development and production of Division Quarterly Brochure.

Works with Graphics in the design of material for presentations and publications.

Interprets Department and County policies and regulations to customer service staff and the public.

Performs other related duties as assigned.

### **JOB LOCATION AND EQUIPMENT OPERATED:**

Duties are performed primarily in an office setting. Operates 35 mm camera, audio-video, and standard office equipment to include personal computer, calculator, copy machine, and telephone. Requires working evenings, weekends, and some holidays.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

Thorough knowledge of research and customer service principles and practices.

Considerable knowledge of microcomputers and software applications such as PageMaker, Aldus PageMaker, Corel Draw, WordPerfect.

Considerable knowledge of layout and production of ads, promotional pieces, and special flyers.

Knowledge of the philosophy and objectives of public parks and recreation.

Excellent customer relations skills.

Ability to motivate and work with others.

Ability to plan and manage work activities.

Ability to work under minimal supervision.

Ability to communicate clearly and concisely, both orally and in writing.

Ability to establish and maintain effective and harmonious working relationships with staff, business and community leaders, and news media representatives.

### **MINIMUM QUALIFICATIONS:**

Bachelor's Degree in Parks and Recreation, Business Administration, Communications, or related field; considerable experience in the customer service field, or any equivalent combination of education and experience providing the knowledge, skills, and abilities cited above.